

RELEASE IN FULL

Bullard, Avery D

From: Mull, Stephen D
Sent: Wednesday, December 22, 2010 7:27 AM
To: Jacks, Yvette R
Subject: RE: @clintonemail.com update

Thanks Yvette.

REVIEW AUTHORITY: Frank Perez, Senior
Reviewer

From: Jacks, Yvette R
Sent: Tuesday, December 21, 2010 19:17 PM
To: Mull, Stephen D
Cc: Lukens, Lewis A; Bentel, John A
Subject: @clintonemail.com update

As you are aware, issues have been reported concerning consistent and timely delivery of messages from addressees @clintonemail.com, to @state.gov recipients. Some are delivered, others are not. The *To:* and *From:* addresses vary. There is no consistency, time or content, to which messages are successfully delivered and which are not. We have been working with the email engineering staff in the IRM bureau to run this to ground. Their collective recommendation to us at this time is to modify the anti-spam settings running on our email server; the settings currently in place are Department baseline. We have agreed to implement the change this evening and to solicit feedback from those individuals who have reported the delivery issues. As these delivery issues have been sporadic, only time will tell if this change does truly resolve the issue. As the majority of the spam messages directed to Department users should be blocked at the perimeter/firewall, we do not anticipate seeing an influx in the volume of spam messages you receive but please do alert us if you see an increase of spam in your inbox. Thanks so much,

Yvette Rachel Jacks
S/ES-IRM
202.647.4181

SBU
This email is UNCLASSIFIED.